



*Symphony*

Symphony Supported Living

## **SERVICE USER GUIDE**

Mental Health Service  
Learning Difficulties Service  
Autism Service  
Physical Disabilities Service



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Symphony Supported Living is a care organisation ( Private Limited Company) registered with the Care Inspectorate in Scotland

Thank you for choosing *Symphony Supported Living* to deliver the support or care you need. This guide will give you information about our services, the costs for the services and what to do when you are not happy about the care or support you receive.

### **Statement of Purpose**

Symphony aims to provide housing support services and care at home services to people with Mental Health needs, Autism, Learning Difficulties and to those with complex needs. We aim to assist people with additional needs to be a part of their community by providing a home and care package to enable independent living where possible. Our services aim to be an alternative to living in a care home.

We aim to provide person centered packages of care. By working along side other healthcare professionals, we aim to deliver a high quality service that promotes enablement and where possible, independence. Staff training and development is crucial to the delivery of this service. Equally important is the need to deliver this service in a sensitive manner keeping in mind the dignity and privacy of our service users. We aim to always respect the beliefs, faiths and culture of our service user and their carers.

We also aim to provide a high quality staffing service to other organizations locally.

### **Aims and Objectives**

- To provide a service that will enable more people with additional needs to have a home in the community they wish to live in.
- To provide a person centred package of care for each service user.
- To provide opportunities for development of skills and to empower individuals so that they can live a more fulfilling and independent life.
- To monitor our service regularly and make changes where required.
- To continually assess and train our staff so that they remain up to date with skills.
- To provide services that are fully customizable to the individual's needs and choices.
- To treat each person as an individual and to respect their rights, privacy and dignity.
- To embrace diversity and equality and to respect confidentiality.
- To be a fair and considerate employer that values the services of its employees.
- To respect the work life balance of employees.

## Mental Health and Learning Difficulties Service

Symphony Supported Living aims to assist people with Mental Health problems and Learning Difficulties to have a home of their own in the community they wish to live in. No matter what your difficulties may be, we can support you in the community as an alternative to a long term placement in a care home or mental health hospital. We currently provide services to the social work department and support service users who are on Compulsory Treatment Orders out-with hospital settings.

By involving you in the provision of our services, we aim to ensure that you are happy in your home. You can be involved in choosing the staff who will be supporting you and all care plans will be tailored to meet your individual needs. Staff that are placed are also trained on your specific needs and will know how to respond when you have a crisis situation.

By working in partnership with our housing company we can find a place you can call Home- irrespective of your credit history, employment status or difficulties. Our model of working ensures that you wont be required to pay a deposit or rent in advance when you move in. Usually you housing benefits will cover most of the rent and service costs.

We can provide visiting care for a few hours a week providing befriending to round the clock care providing personal care if required.

In this service we are able to support people with

- Schizophrenia
- Bipolar Disorder
- Borderline Personality Disorder
- Depression
- Generalized Anxiety Disorder
- Self Harming
- Eating Disorders
- Most types of Learning Difficulties

Our emphasis is to promote your independence and we will encourage you to take part in activities of daily living. Where some one is incapable due to disability we can also provide the following services:

- Personal Care (including personal hygiene)
- Preparation of meals
- Dressing
- Cleaning of your home
- Taking you out on appointments
- Befriending and emotional support
- Planning and doing activities to keep you engaged





## Autism Service

Autism is a spectrum condition. This means that while all people with autism share certain difficulties, the condition affects each person differently. While some people with autism live independent lives, others may need a lifetime of specialist support. Getting the right support can make a huge difference for the person affected and their families.

When we are referred a potential service user, we aim to match staff that meets the service user's needs. Staff that are placed are also trained on your specific needs and will know how to respond when you have a crisis situation. Identification of a trigger is key when we work with service users with Autism and we aim to minimize exposure to these triggers that can cause problems.

Our service is an alternative to living in a care home. By working in partnership with our housing company we can find a place you can call Home- irrespective of your credit history, employment status or difficulties. Our model of working ensures that you won't be required to pay a deposit or rent in advance when you move in. Usually your housing benefits will cover most of the rent and service costs.

We are able to support you in a home with round the clock care for service users who are fully dependents on care givers. We can support service users as young as 16 years of age.

We are able to support people with

- Autism Spectrum Disorder
- Asperger's Syndrome
- Pervasive Developmental Disorder Not Otherwise Specified (PDD-NOS)
- Rett Syndrome
- Regressive Autism

Our staff are able to provide a range of services which include :

- Personal Care (including personal hygiene)
- Preparation of meal
- Dressing
- Cleaning of your home
- Taking you out on appointments
- Befriending and emotional support
- Planning and doing activities to keep you engaged



## Physical Disabilities Service

At symphony we realize that a physical disability may not come on its own. There may be additional needs that some one with a disability may have ( e.g sensory impairment, associated mental health issues like depression and anxiety, anger issues, sexual and relationship problems).

By providing a person centered approach we are able to deal with the service user as a person with unique complex needs. Staff will be trained on all your difficulties before they are placed with you. They will be an action plan as to how deal with situations when they arise.

We can support you in your own home. Alternatively we may be able to provide suitable accommodation by working with our housing partners.

In this service we are able to support people with

- Head Injury
- Spinal Injury
- MS
- MND
- Epilepsy
- Down's Syndrome
- Any condition that requires you to have personal care

Our staff are able to provide a range of services which include :

- Personal Care (including personal hygiene)
- Preparation of meal
- Dressing
- Cleaning of your home
- Taking you out on appointments
- Befriending and emotional support
- Planning and doing activities to keep you engaged

We are able to support you in a home with round the clock care for service users who are fully dependents on care givers. We can support service users as young as 16 year of age.



## **Paying for our services**

Fees and charges for our services will vary according to where the service user lives , who funds the package and your care needs.

Our services can be paid for in a few ways.

- Funded whole or part by the local authority (e.g Social Work)
- Funded wholly by the individual service users (private clients).
- Funded by Direct Payments or by Self Directed Support.

Our fees and charges will change annually to reflect changes in the cost of service provision. Symphony Supported Living is exempt from VAT and VAT is not added to our fees & charges. You will be given a service user contract and a written quotation of the costs involved once we perform an assessment of your needs. Your service contract will clearly show the fees payable(if any) along with other terms and conditions. If you are happy with all the information given to you , we will request you to sign the contract so that we can start providing services.

Our Admin team can help you with all the paperwork required to comply with your self directed support payments. By choosing Symphony to deliver your care needs, you will not be required to hire an accountant or solicitor.

We employ all our staff who work directly for us. You will not be in a position where you are an employer hence avoiding the need for employers liability insurance and the need to be up to date with employment law.



## OUR COMPLAINTS PROCEDURE

We hope that you will be very happy with the support that we provide for you but in the event that you are not satisfied, we have tried to make our complaints procedure as straightforward as possible. There are complaint forms included in this welcome pack for your convenience, along with stamped addressed envelopes so that you can send your complaint direct to our office at no cost to you.

All complaints will be dealt with by the service manager as per our complaints policy. You will receive a written response within 7 days of your complaint. If you are not happy with our response, you can contact

### **The Care Inspectorate**

Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

If you feel you might need assistance with this from someone outside of Symphony then you can contact an independent advocate which is free of charge. Advocates are people who are not connected to us in any way and who will speak up on your behalf.

### **Dumfries & Galloway Advocacy Service**

107 English Street  
Dumfries  
DG1 2DA  
01387 247237

### **Hear 4U (Barnardo's)**

7 George St Meuse  
Dumfries  
DG1 1HH  
01387 264733

## YOUR RIGHTS AND RESPONSIBILITIES

You have

- The right to privacy and space.
- The right to be treated with respect and dignity.
- The right to make choices about your services.
- The right to confidentiality.
- The right to advocacy.
- The right to be consulted and involved in how the service is run.
- The right to raise concerns and make a complaint.

While you have a number of rights, you also have some responsibilities to the people providing care to you. Symphony requests that you:

- Treat staff with respect and courtesy – for example, by letting them know as soon as possible if you cannot keep an appointment.
- Provide a safe work environment for staff and help them to provide you with services safely – for example, by not smoking while staff are present.
- Take responsibility for the results of any decisions which you make.

Symphony is committed to promoting a positive and harmonious environment where everyone is treated with dignity and respect regardless of nationality, ethnicity, gender, sexual orientation, disability, or religion.

## **WHAT TO DO IF YOU HAVE AN ACCIDENT**

All accidents and injuries should be reported to staff no matter how small. Staff are fully trained in first aid and will be able to provide you with the assistance you need. They will also be able to seek further assistance from medical practitioners if this is required.

In the event of an emergency if no staff are around please dial 999 and you will be put in touch with the emergency services.

## **RISK TAKING**

You have the right to make decisions about your daily life and activities. We recognize that this may from time to time result in a conflict between ensuring safety and maximizing independence. We will always promote your independence while minimizing the risks involved.

## **POLICIES AND PROCEDURES**

All policies and procedures are available on request. Please speak to any staff member who will gladly provide the one(s) you are looking for. If you are not sure which one you want then talk to us and we will be happy to assist you.

## HOW TO USE OUR SERVICES

The first thing to do is to contact us via phone, email or via our website. We can then point you in the right direction. Alternatively, your social worker may make contact with us and we will send the necessary information to them to make a referral.

### STARTING THE SERVICE:

We will initially perform an assessment of your needs without any cost and give you a recommendation about the care package you may need. You may choose to agree with this recommendation or to suggest an alternative arrangement. We will try to fulfil your request where possible taking into account various factors (including where you live, your support needs, the risks involved, etc).

You will be given our WELCOME PACK which contains all the necessary information for you to make an informed decision. We will also provide you with details about our COMPLAINTS PROCEDURE and what to do when things do not go right.

### USING THE SERVICE:

Once we agree on a package of care, we will inform you about the costs and discuss these with you before the services start (if you are paying for the service). If your package of care is being funded by another party (e.g. Social Services), we agree a fee for the services with them.

We will agree on a scheduled time when our support workers will visit you at your home. Kindly ensure that you are at home when the support workers are due in. Our services are offered as packages of care and the costs for this is a fixed fee per week. If you decide not to use your support service on a particular day, you will still be charged for the care that has been arranged.

When your service starts we will agree on a CARE PLAN with you.

We require you to give us 4 weeks' notice to cancel the services you receive from us. You will remain responsible for charges (if you are the fee payer) as pre-agreed during the notice period. We will be happy to liaise and hand over your care to another agency at the end of your contract at no cost to yourself.

## HOW WE MONITOR THE QUALITY OF OUR SERVICE

At Symphony, we take the quality of the services we provide as a top priority. We monitor the quality of our services through a constant process of assessment and feedback. We use the following methods

### 1. Service users and carer self-evaluation forms:

Forms are sent out to service users and carers once every 6 months to assess the quality of services provided and to get feedback.

### 2. Self Assessment programme:

We run our own internal self assessments on a regular basis to see where we are and where we would like to be. We make changes to the service where possible.

### 3. Internal Audits:

Our management team are involved in performing audits on the quality of the services we provide on a regular basis. Any areas for improvements are noted and discussed in our team meetings.

### 4. External audits:

Once a year we engage the services of an external consultant to audit the services we provide and to give us feedback. This ensures that we are able to look at our service from an external perspective.

### 5. Care Inspectorate Inspections:

We are regulated by the care inspectorate in Scotland and will be inspected on a regular basis. We will take on board any recommendations made by the regulators and implement them as soon as possible.

### 6. Complaints:

We take complaints seriously and also see it as an opportunity to learn from our mistakes and to make improvements. Our complaints policy is attached to this pack.

### 7. Staff and Team Meetings:

Staff Meetings are held once a month. This is an opportunity for staff to discuss issues or problems faced by staff. Concerns are noted and acted upon with feedback being provided in the next meeting.



## OUR STAFFING

### SELECTION OF STAFF

All potential candidates are required to complete an application form and are required to attend a formal interview before they are offered a post with us. We take on board both experienced staff and people who are new to the care sector. Our interview process looks at a candidates aptitude and attitude towards care as they are interviewed on real life scenarios during the interview process.

Once a job has been offered , we ensure that candidates are able to provide 2 work references. Candidates are also checked against the Protecting Vulnerable Groups database (previously Disclosure Scotland).

### STAFF TRAINING

We have developed a staff training schedule to meets the needs of our service users. Our training is divided into Generic training and Specific Training. All our staff are required to undergo a 100% of the Generic training.

Our Generic training includes some of the following

- Health and Safety
- Basic Food Hygiene
- Protecting Vulnerable Groups
- Moving and Handling
- Infection Control
- Behavior Management
- Communication Skills
- Medication training
- Mental Health Act

Our Specific Training will be given to staff prior to their placement with a service user. These are service user specific training to ensure that staff are well aware of the service users difficulties and to ensure that best practice is followed.

Specific includes some of the following:

Head Injury Training

Autism Training

MS Training

MND Training

GIRFEC

Staff are also required to undertake a period of shadowing with a senior team member before they are allowed to work independently with a service user.

Our support workers are called MENTORS. They will have undertaken the necessary training provided by ourselves and have completed a period of shadowing before they are placed with a service user. They will be encouraged to work towards an SVQ qualification from the start of their placement.

Our senior care workers are called COACHES. They will have a minimum of 2 years experience in the care sector and will normally hold an SVQ level 3 qualification.

**The Following Structure is in place at the following levels:**

Director/CEO

Assistant CEO

Registered Service Manager

Area Manager

Care Co-ordinator

Coach/Mentor

Administration Staff



### Symphony's Pledge To You

- You can be involved in choosing the staff who will work with you.
- You can have a guided tour of your new home.
- You can choose to live independently should you wish to do so.
- You can come along to our office in Dumfries and have a talk.
- We can come to where you currently live to talk to you.
- We will always go at your pace.
- We communicate with you in creative ways.
- We will adhere to our organisations charters to deliver a quality service.

## Symphony's Service Values

- Privacy

The right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs. This is taken into account in the formulation of Care Plans, and will only be overridden in exceptional circumstances and with the knowledge of the service user and their advocate.

- Confidentiality

Service User confidentiality is wherever possible maintained. Occasionally it will be necessary to share personal information with either other professionals or organisations for the benefit of the service user. Where possible, service users are consulted and their views taken into account.

- Dignity

All individuals whatever the circumstances have the right to be treated with dignity and respect.

- Anti-discrimination

Service users may as a result of their circumstances find themselves in situations where discrimination may occur. Symphony Supported Living designs its services to promote equality and to counteract discrimination where it arises.

- Communication

Service users have the right to be heard and to be fully informed on all aspects of their care. Methods of communication are appropriate to the particular abilities and experiences of each individual and are tailored to each particular set of circumstances.

- Independence

Service users are enabled to act independently. Services are aimed at maximising the individual's capacity for self-care and mobility.

- Risk Taking

All service users are entitled to make decisions about their daily lives and activities. This may occasionally result in a conflict between ensuring safety and maximising independence. We encourage services users to make decisions but will work on minimising risk.

- Fulfilment

Every individual whatever their circumstances has the potential for development and the right to hold personal aspirations. Within the boundaries set by legislation and professional social work ethics, service users are encouraged in achieving their personal goals.

- Rights

The rights of citizenship are safeguarded for all service users. Work should be conducted in a manner that facilitates empowerment and makes appropriate use of advocacy.

- Responsibilities

Service users are expected to accept appropriate responsibilities, taking into account their particular abilities and circumstances. These may include having due regard for others, for property or for participation in Care Plans.

- Choice

Services are designed to be accessible and flexible, promoting ordinary lifestyles and based upon service user's own choices. Individual choice is promoted, within the limits imposed by service constraints.

- Carer Support

The contribution of the carers and family support is full recognised. The needs of carers who are providing or intending to provide regular or substantial care is assessed when requested. This will be done independent to the needs of the service user. The outcome of the assessment is taken into account when agreeing Care Plans.



## Symphony's Operational Principles

1. Service users will be regarded as individuals with individual needs for whom each individual package of care should be tailored.
2. Service users will be able to live at home with the minimum restrictions on their movements and activities (taking ability, insight and risk factors into consideration).
3. The service will ensure that it is flexible and can adapt to changing needs and requirements of service users and their carers.
4. The service will make all attempts to respect an individual's chosen lifestyle.
5. Everyone involved with the service share a common purpose in maintaining and improving the self-respect and health of service users.
6. The service will maintain and if possible improve the quality of life for service users.
7. The service will build around the skills and abilities of service users and promote the goal of empowering individuals to achieve their full potential.
8. The service will consult with and involve service users and their carers whilst ensuring confidentiality.
9. The service will provide a positive outcome based approach to your needs.



## **Service User Involvement**

We welcome feedback from our service users and their carers. Please find enclosed and evaluation form along with your welcome pack. We would be happy to receive the evaluation forms from you and to discuss any areas of concern with you. We are happy to communicate with you via email, phone or by face to face contact at a time that you may choose.





# *Symphony*

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